

## Fleet Services Division

### Goal #5 - Communication

Measure	Actual	Target	Status
Annual survey results where overall satisfaction was neutral or above.	81%	85%	<span style="color: green;">●</span>

#### Why is this measure important?

The Fleet Management Division of the General Services Department seeks to provide exceptional customer service in providing professional, cost efficient, centralized fleet management and maintenance for fleet assets. Division staff serves a variety of customers through the acquisition, maintenance, repair, fueling, and disposal of a diverse fleet of approximately 3,100 on-road and off-road fleet units.

#### What do these numbers tell us?

The General Services Department established a customer satisfaction target of 85% for all of its divisions. The actual customer satisfaction value for the Fleet Services Division is 81%, which is slightly lower than desired. The Division has taken several steps to better meet customer needs. The staff believes that by establishing a customer-focused approach, emphasizing friendly service and developing positive relationships customer satisfaction will increase. (Last updated June 2014)

